Request for Proposals for Demand Response Transportation Management Software.

Southwest Iowa Planning Council
1501 SW 7th St.
Atlantic, IA 50022

<mark>Closing Date/Time: 12:00 pm CST February 13, 2026</mark>

Table of Contents

1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply Demand Response Transportation Management Software for Southwest Iowa Transit Agency (SWITA), operated by Southwest Iowa Planning Council (SWIPCO) in Atlantic, Iowa.

1.2 Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of the SWIPCO. SWIPCO reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2 General Information

2.1 Original RFP Document

SWIPCO shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

2.2 The Organization

The Southwest Iowa Planning Council (SWIPCO) is a council of governments with operations in 8 counties in southwest Iowa. Its largest component part is Southwest Iowa Transit Agency (SWITA) which provides public transit service throughout the region. The office also assists local communities with infrastructure projects, housing assistance, planning, and other economic development activities. It employs approximately 85 people, and operates approximately 101 transit vehicles, providing close to 545,000 public transit rides per year. The system has both pre-scheduled and demand response services and features a mix of general public, work route, student transportation, taxi, medical appointments, para-transit, and non-emergency medical transportation brokered through Iowa's Medicaid system.

2.3 Existing Technology Environment

SWIPCO currently utilizes ParaPlan software and IPADS on Verizon data service for dispatching, billing reporting, and DOT reporting purposes. SWIPCO utilizes Verizon push to talk (PTT+) to communicate with drivers. It also uses Abila/MIP Fund Accounting software.

2.4 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders and will be posted on SWIPCO's website, www.swipco.org. All times are local to Atlantic, Iowa.

RFP Released	December 29, 2025
Pre-Proposal Availability	January 5&6, 2026 and January 12-23, 2026
Technical Questions/Inquiries Due	5:00 PM, January 23, 2026
Question Responses Posted	5:00 PM, January 30, 2026
Proposal Due and Opened	12:00 PM, February 13, 2026
Complete Evaluation (interviews)	March 19, 2026
Award Notification	March 26, 2026
Contract Commence	April 1, 2026

3 Proposal Preparation Instructions

3.1 Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to SWIPCO as necessary to gain such understanding. SWIPCO reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, SWIPCO reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to SWIPCO.

3.2 Good Faith Statement

All information provided by SWIPCO in this RFP is offered in good faith. Individual items are subject to change at any time. SWIPCO makes no certification that any item is without error. SWIPCO is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

3.3.1 **Vendors' Inquiries.** Applicable terms and conditions herein shall govern communications and inquiries between SWIPCO and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing (mail, email, or fax) to:

SWIPCO
1501 SW 7th. St.
Atlantic, IA 50022

Attention: Mark Lander, Transit Director
Telephone: (712) 243-4196 ext 227
Fax: (712) 243-3458
E-mail: Mark.Lander@swipco.org

3.3.2 **Informal Communications** shall include, but are not limited to: requests from/to vendors or vendors' representatives in any kind of capacity, to/from any SWIPCO employee or representative of any kind or capacity for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.

3.3.3 **Formal Communications** shall include, but are not limited to:

• Questions concerning this RFP must be submitted in writing and be received prior to January 23, 2026 at 5:00pm.

• Pre-proposal availability: SWIPCO staff will schedule one on one appointments with vendors upon request and subject to staff availability between 8:00 a.m. and 5:00pm, with available dates (tentative) January 5&6, 2026 and from January 12-23, 2026.

• Errors and omissions in this RFP and enhancements. Vendors shall recommend to SWIPCO any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to SWIPCO any enhancements, which might be

in SWIPCO's best interests. These must be submitted in writing and be received prior to January 23, 2026 at 5:00pm.

- Inquiries about technical interpretations must be submitted in writing and be received prior to January 23, 2026 at 5:00pm. Inquiries for clarifications/information that will not require addenda may be submitted verbally to SWIPCO at any time during this process.

- Verbal and/or written presentations and pre-award negotiations under this RFP.

- Addenda to this RFP.

3.3.4   **Addenda**: SWIPCO will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 3 business days. All questions, answers, and addenda will be shared with all recipients via our website.

SWIPCO reserves the right to not respond to any questions or requests for clarification that require addenda if received by SWIPCO after January 23, 2026.

All addenda will be posted to our Web site only:
http://www.swipco.org

3.4 Proposal Preparation and Submission

In order to be considered for selection, vendors must submit a complete response to this RFP by 12:00pm, February 13, 2026. Proposals must be signed by an authorized representative of the proposal and be delivered sealed to:

Mark Lander, Transit Director
SWIPCO
1501 SW 7th St.
Atlantic, IA 50022

Vendors are to submit one (1) copy. SWIPCO shall not accept proposals received by fax or e-mail.

Proposals should be organized as follows:

1.   Title Page – Show the RFP subject, the name of the vendor, local address, telephone number, name of contact person, and the date.

2.   Table of Contents – Show a clear identification of the material by section and by page number.

3.   Profile of the Vendor – Show vendor qualifications as stated in Section 5 of this RFP; state the location of the office that will be performing the installation and responding to requests for support.

4.   Complete copy of RFP - Show a complete copy of the RFP in the order of the requirements set forth in Section 4 of this RFP. Provide images and technical specifications of each type of proposed hardware that is to be used in the proposed demand response transportation management software..

5.   Vendor Certification – Completed and signed Vendor Certification *(Section 8)*.

6.   Proposed form of contract.

All information requested in the Section 4 of this RFP should be submitted.   Any respondent to the RFP that fails to submit all information requested, may be required to promptly submit missing information which may

result in a low evaluation of the proposal. SWIPCO may reject proposals, which are substantially incomplete or lack key information.

Proposal should be prepared simply, providing a clear and concise description of capabilities that meet the criteria of this RFP. All pages of the response to this RFP are to be numbered. Vendors submitting a response to this RFP may be required to give an oral presentation of their response to SWIPCO. SWIPCO will schedule a time and date of these presentations. Oral presentations are an option of SWIPCO and may or may not be conducted.

3.5 Criteria for Selection

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and organizational strength to supply SWIPCO with a Demand Response Transportation Management Software identified in the Scope of Work. Selections will be based on the capability of the vendor to meet the following criteria:

Evaluation Criteria:

1. Software's ease of use for office staff and drivers primarily in ride scheduling, ride processing, data collection, reporting, providing data for billing and record keeping.

2. Ability to provide a mobility on demand solution that includes online or automated ride scheduling for customers.

3. Vendor's depiction average response times for support requests.

4. Vendor's ability to demonstrate timeline and implementation strategy for the proposed software.

5. Capability of vendor to provide administrator and/or end user training.

6. Cost effectiveness of the software, mobile data units, user training and ongoing costs.

4 Scope of Work, Specifications & Requirements

SWIPCO is requesting proposals from qualified firms interested in providing Demand Response Transportation Management Software.

4.1 Technical Specifications

Vendors are encouraged through the RFP process to provide their own insight and recommendations into the appropriate equipment, and software add-ons to meet the need. The "Availability Period" is intended to allow vendors to interact with management staff.

	Yes	No	Comments
Company			
Proven Software Solution that incorporates Apple IPads			
Web based solution with unlimited customer, vehicle and user seats			
Proven mobility on demand solution			
Features			
Online or automated trip scheduling			

Features continued	Yes	No	Comments
Simplified vehicle trip assignment			
Online registering for new clients			
Ability for dispatch users to log on remotely			
Real-time vehicle tracking			
Real-time billing and statistics updates			
Three step or less trip processing for drivers			
Ability to handle both pre-scheduled and demand response transportation			
Ability to handle both registered and unregistered riders			
Ability to handle group/shuttle transportation (40+ individuals)			
Simplified trip input			
Trip verification required?			
Simplified driver slip-seating			
EDI capability with MCO's (MTM)			
Simplified DOT statistics reporting			

4.2 Management System

The proposed solution should describe the administration/management interface(s) that will be used. Preference will be given to RFPs that demonstrate systems that are easy to use, are secure but can be accessed remotely. Additionally the system must be able to do the following:

1. Provide multiple levels of administrators that will have varying roles in the system.
2. Have the ability to quickly and easily generate reports.
3. Has the capability to interact directly or with minimal steps with current accounting and payroll system.

4.3 Support and Maintenance

SWIPCO requires 5 year support and onsite support with the option to continue annual support after the 5-year period has ended. The vendor should provide a detailed description of standard and extended support, warranties, maintenance, and the average response time for a support request.

4.3.1 Service Provider

Please state the name of the company which will be delivering service and on-site support for this solution. If service has been outsourced to another firm, how long has this relationship been in effect?

4.3.2 Product History

Please provide a technical roadmap for the proposed solutions. How does the proposed solution fit into the vendor's current product lifecycle?

Please provide a list of policies on software firmware updates for the proposed solution. How often are changes released? How is the customer notified about changes? How are they applied? Are they included in the service package?

4.4 Engagement Methodology

SWIPCO is looking for a solution that will work in the agency's current IT environment with little change to core system. The vendor will be responsible for coordinating with SWIPCO's Network Administrator (currently Anatomy IT) in configuring the networking equipment to work with SWIPCO's existing network. The vendor should not propose a solution that would require a substantial change in SWIPCO's network environment.

5 Vendor Qualifications & References

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:

   • Full legal name of the company

   • Year business was established

   • Number of people currently employed in the component part of the business related to the product.

2. An outline of the product line-up and/or services they currently support.

3. A description of their geographic reach.

4. Information on its current clients, including:

   • Total number of current clients.

   • A list of clients with similar needs using similar products and/or services.

   • Evidence of successful completion of a project of a similar size, budget, and complexity.

5. References: Contact information for three references (if possible) from projects similar in size, application, and scope and a brief description of their implementation. *SWIPCO will contact references and vendors are encouraged to reach out to references prior to submittal to ensure that references are willing to be contacted.*

6 Budget & Estimated Pricing

All vendors must fill out the following Total Cost Summary for the implementation of their solution to SWIPCO's project as described in this RFP. Costs should be identified as either capital or non- capital in nature. The vendor must agree to keep these prices valid for not less than 90 days from February 13, 2026

6.1 Total Cost Summary

For all available deployment models, provide a five (5) year cost summary as displayed below.

Five Year Total Cost Summary						
Costs	**Total**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Hardware						
Software Licensing						
Implementation						
On site-training(office staff)						
On site-training(drivers)						
Additional Reports						
Project Management						
Annual Maintenance fee						
Other (specify)						
Total:						

In addition to the summary table, provide a narrative listing in greater detail the items below:

Hardware: List, describe, and record the cost of each piece of hardware that is required.
Software Licensing: List, describe, and record the licensing, implementation, maintenance, support, and training fees associated with your proposed solution.
Installation: Describe any labor, equipment, supplies, or other costs associated with installing your proposed solution.
Maintenance: Describe and cost out any other ongoing costs associated with the operation and maintenance of your proposed solution.
Documentation & Training: If there are fees associated with your user or technical documentation, list them.
Project Management: If there are project management fees associated with your proposed solution, list and describe them.
Miscellaneous: List and describe any other costs associated with your proposed solution.

7 Additional Terms & Conditions

7.1 Personal Information

7.1.1 General
SWIPCO requires information related to the qualifications and experience of persons who are proposed or available to provide services. This may be satisfied by resumes, documentation of accreditation, and/or letters of reference.

7.1.2 **Requested Personal Information**
Any personal information that is requested from each Respondent by SWIPCO shall only be used to consider the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications. It is the responsibility of each Respondent to obtain the consent of such individuals prior to providing the information to SWIPCO. SWIPCO will consider that the appropriate consents have been obtained for the disclosure to and use by SWIPCO of the requested information for the purposes described.

7.2 Costs
The RFP does not obligate SWIPCO to pay for any costs, of any kind whatsoever, which may be incurred by a Respondent or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of SWIPCO, subject to claims of confidentiality in respect of the Response and supporting documentation.

7.3 Intellectual Property
The Respondent should not use any intellectual property of SWIPCO including, but not limited to, all logos, registered trademarks, or trade names of SWIPCO, at any time without the prior written approval of SWIPCO, as appropriate.

7.4 Respondent's Responses
All accepted Responses shall become the property of SWIPCO and will not be returned.

7.5 Governing Law
This RFP and the Respondent's Response shall be governed by the laws of the State of Iowa.

7.6 No Liability
SWIPCO shall not be liable to any Respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Respondent responding to this RFP; or

- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

7.7 Nondiscrimination of Contractors
A bidder, vendor, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state or federal law relating to discrimination in employment.

7.8 Tax Exempt Status
Sales of goods to SWIPCO are normally exempt from State sales tax. State sales and use tax certificates of exemption will be issued upon request.

7.9 Entire RFP
This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

8 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to RFP- Demand Response Transportation Management Software   issued by SWIPCO. The undersigned is a duly authorized officer, hereby certifies that:

_____
(Vendor
Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of ninety (90) days from July 28, 2022.

The undersigned further certify that their firm (check one):
☐   IS
☐   IS NOT
currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify SWIPCO of any change in this status, should one occur, until such time as an award has been made under this procurement action.

The undersigned further certify that their firm (check one):
☐   IS
☐   IS NOT
currently registered as a Disadvantaged Business Enterprise with the Iowa Department of Transportation.

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: **Title:**

Name: **Title:**

Signature of Authorized Officer:

_____   _____
Signature   Date

_____   _____
Printed Name   Title

Addendum #1

As part of the preparation of this RFP, SWITA staff compiled a list of issues and wants around the current software environment. Vendors should be prepared to address these issues:

SWITA Transit Software-

Billing/Payments

Some trips are billed hourly, drive time and wait time should be recorded for billing purposes. Current software only records drive time and wait time must be added manually.

Many clients have multiple riders within the same family. Current software requires individual accounts per rider, a better replacement would allow pooled balances (funds) within a family or organization.

An ideal system would include the ability for clients to check balances online and add funds as necessary. Automatic reminders (emails/texts) should be possible for low balances.

General Operations

We perform a large number of student trips. On a student reservation, will software calculate pick up and drop off times automatically? In other words, optimize a student with individual pickups but a group drop off?

An ideal software would be able to handle our taxi service. For example: multiple vehicles, multiple pick-ups being made on demand within a geofenced area on a mostly first called first served basis. Currently drivers are self-dispatching themselves and we are looking for a more automated dispatch solution.

An improvement on our current system would be that under certain project codes, that the funding source default to that activity. Currently, we enter a trip purpose and funding source as individual entries. Many trip purposes dictate the funding source and therefore it would reduce entry time if defaults could be set.

Our current system includes many instances of duplicated clients. For example, we may enter a rider based on a school registration, but then they may be served via Medicaid and even minor spelling changes can easily create duplicates of the same person. Ideally, the new

Importing from MTM or other MCO portals should be seamless without unnecessary re-entry for various trip legs, etc.

We wish for there to be no limit on how long reservations can be archived as this can aid in future billing or creating of trips.

Need real time and historic tracking of vehicles/drivers from dispatch.

Must have an easy ability for drivers to add back a "No Show" rider to their manifest—an example would be a rider coming out just as the driver has started to pull away, current process for this involves a call to dispatch.
Would prefer the client lookup to begin to suggest names as you type as we have many riders with names that can have many different spellings, such as Brinley, Brynly, Brynley, Brynlay, Brinlay, etc.

Would like a popup warning if a duplicate is about to be made accidentally because of minor spelling issues.

Reporting

We are required to report quarterly and annual to the Iowa DOT, are these already set up? Are there options to create specific reports if needed?

We use mileage reports often to "verify" routes, fleet and trip reports daily. Being able to sort routes when verifying the day is correct is key, right now it's in alphabetical order. What sort options are available? (such as driver/bus number).

What reports are available to track one individual rider? Over the period of a year or specific time period, how many trips have been scheduled, taken, cancelled etc.

Ability to add forms such as Pretrip inspections and Seat Belt refusal forms?

Drivers/Dispatch

Need a way to safely alert drivers to changes to their manifests during a trip, such as a pop up feature to notify a driver of a last minute change or notify the office.

App specific

Riders need the ability to set up their own accounts and schedule rides through an app? What does that process look like from both ends?

Need ability to pay fares and see balances from an app.

Need to be able to have multi riders on a single account (think of families especially).

Can riders see a vehicle locator and ETA estimator through the app?